

Purchasing Contact:
Marcie Wilson, PSO II

Telephone Number:
(860) 622-2329

STATE OF CONNECTICUT
DEPARTMENT OF INFORMATION TECHNOLOGY
CONTRACTS & PURCHASING DIVISION
101 EAST RIVER DRIVE, 4th Floor
EAST HARTFORD, CT 06108-3274

Contract Award #

04ITZ0026

Contract Award Date

June 25, 2004

Expiration Date

June 24, 2006

CONTRACT AWARD

IMPORTANT: THIS IS NOT A PURCHASE ORDER. DO NOT PRODUCE OR SHIP WITHOUT AN AGENCY PURCHASE ORDER.

COMMODITY CLASS/SUBCLASS & DESCRIPTION: **5020 Software Maintenance**

FOR: **Department of Revenue Services**
Division of Special Revenue
555 Russell Road
Newington, CT 06111

DELIVERY DATE REQ'D:

Earliest Guaranteed Delivery Date

TERM OF CONTRACT:

2 Years With Option to Renew for 1 Additional Year

AGENCY REQUISITION NUMBER: **164591**

IN STATE (NON-SB) CONTRACT VALUE	DAS CERTIFIED SMALL BUSINESS CONTRACT VALUE	OUT OF STATE CONTRACT VALUE	TOTAL CONTRACT AWARD VALUE
\$5,850.00 (Est.)	--	--	\$5,850.00 (Est.)

NOTICE TO CONTRACTORS: This notice of award is not an order to ship. The using agency or agencies on whose behalf the contract is made will furnish purchase orders against contracts. Send invoices directly to the using/ordering agency per instructions on purchase order.

NOTE: Dollar amounts listed next to each contractor are possible award amounts, however, they do not reflect any expected purchase amounts (actual or implied). They are for CHRO use only.

NOTICE TO AGENCIES: A complete explanatory report shall be furnished promptly to the Director concerning items delivered and/or services rendered on orders placed against awards listed herein which are found not to comply with the specifications or which are otherwise unsatisfactory from the agency's viewpoint, as well as failure of the contractor to deliver within a reasonable period of time specified. Please issue orders and process invoices promptly.

- ▶ **CASH DISCOUNTS:** Cash discounts, if any, shall be given SPECIAL ATTENTION, but such cash discount shall not be taken unless payment is made within the discount period.
- ▶ **PRICE BASIS:** Unless otherwise noted, prices include delivery and transportation charges fully prepaid f.o.b. agency. No extra charge is to be made for packing or packages.

CONTRACTOR INFORMATION:

Company Name: **Cooperative Systems, LLC**

Address: **282 Murphy Road, Hartford, CT 06114**

Tel. No.: **(860) 523-1000**

Fax No.: **(860) 523-1032**

Contract Value: **\$5,850.00 (Est.)**

Contact Person: **David Delorme**

SSN/FEIN #: **06-1406876**

Delivery: **2 Hours ARO**

Certification Type: **None**
(SBE, MBE, WBE or None)

Terms: **Net 45 Days**

Supply to Political Sub-Divisions: **Yes**

Company E-mail Address: **DDelorme@coopsys.com**

APPROVED

Date Issued: June 25, 2004

Holly Miller-Sullivan

Director of Contract & Purchasing Division
(Original Signature on Document in Procurement Files)

STATE OF CONNECTICUT
DOIT – CONTRACTS & PURCHASING DIVISION

Award Number
04ITZ0026

Purchasing Contact:
Marcie Wilson, PSO II

Telephone Number:
(860)622-2329

E-Mail Address:
marcie.wilson@po.state.ct.us

**CONTRACT AWARD
SCHEDULE**

04ITZ0026

CONTRACT AWARD DATE
June 25, 2004

DELIVERY
2 Hour Response Time

PAYMENT TERMS
Net 45 Days

CASH DISCOUNT
-- % -- Days

Pricing includes all transportation charges FOB State Agency.

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VENDOR NAME:

Cooperative Systems, LLC

SSN OR FEIN #: **06-1406876**

**The Department of Information Technology is issuing this contract award for
The Department of Revenue Services – Division of Special Revenue for
Software Maintenance to the above named vendor**

Item Description	Quantity Required	Unit Price	Total Price
2 Year Contract for Software Maintenance	24 months	\$117.00 Per Hour	\$5,850.00

This is a Total Contract Award of: \$5,850.00

Vendor Contact: David R. Delorme, Cooperative Systems, LLC

Address: 282 Murphy Road, Hartford, CT 06114

Phone: 860-523-1000

Fax: 860-523-1032

E-mail: DDelorme@coopsys.com

Representative that will service:

Name: Jim Crum, Cooperative Systems, LLC

Address: 282 Murphy Road, Hartford, CT 06114

Phone: 860-523-1000

Fax: 860-523-1032

E-mail: JimC@coopsys.com

NOTES:

1. Vendor must comply with the Standard & Special Bid and Contract Terms and Conditions
2. Prices include equipment, installation including all software/cards/memory necessary, cables, delivery, and warrantee. All hardware components and software must be installed and configured before delivery. Everything must be Year 2000 Compliant.

All correspondence regarding this contract award must be in writing and submitted to:

Marcie Wilson, PSO II,
Contract Award # **04ITZ0026**
DOIT - Contract & Purchasing Division
101 East River Drive, 4th Floor
East Hartford, CT 06108

STATE OF CONNECTICUT
DEPARTMENT OF INFORMATION TECHNOLOGY
CONTRACTS & PURCHASING DIVISION
101 EAST RIVER DRIVE, 4th FLOOR
EAST HARTFORD, CT 06108

AWARD # 04ITZ0026

SPECIFICATIONS
Contract Award # 04ITZ0026

SOFTWARE MAINTENANCE COVERAGE (7/1/2004 - 6/30/2006)

Coverage is for two years for any and all DOSR servers for:

1. Windows 2000 Advanced Server and its upgrades, and
2. SQL Server 2000 and its upgrades.

Unlimited telephone support calls for DOSR IT staff. If a problem cannot be resolved by phone to DOSR IT staff satisfaction, on-site support will be invoked by DOSR IT staff.

Response Time: 2-hour response after placement of service call (5 x 8)
(8:30AM - 4:30PM).

On-site support is to include 50 hours for troubleshooting (including tuning) and upgrades.
After 50 hours, bill at the prevailing hourly rate of \$117.00 per hour.

SERVICE LOCATIONS

The Service Locations are as follows:

State of Connecticut
Division of Special Revenue (Headquarters)
555 Russell Road
P.O. Box 310424
Newington, CT 06131-0424

AND

State of Connecticut
Division of Special Revenue (Warehouse)
85 Alumni Road
Newington, CT 06111

Cooperative Systems LLC
PROBLEM ESCALATION PROCEDURE
Contract Award #04ITZ0026

The following escalation procedures will be used to efficiently notify Department of Revenue Services (DORS) management and vendor management that a critical event has not been resolved in a timely manner. These procedures will be used to alert technical and administrative personnel that an issue is approaching a critical stage and that additional resources must be contacted to assist with that resolution. These procedures also indicate the technical path that Cooperative Systems will take to resolve such an issue.

1. If after two hours the Cooperative Systems Engineer cannot identify or resolve the issue, that person will contact CoopSys Technical Support for additional assistance and direction. Technical Support will contact and provide CoopSys management with an update. CoopSys management will inform DORS management that technical support is involved and will provide DORS management with a status report that includes findings, issues and anticipated plan of action to resolve the issue.
2. After four hours onsite the Cooperative Systems Engineer will contact CoopSys Technical Support who will provide CoopSys management with an update. If the problem is not identified or resolved, management will dispatch Cooperative Systems Technical Support. At this time parts availability will be researched if identified components are suspected of causing the failure. CoopSys management will then provide a status report to DORS management with an update of the issue, planned actions to resolve the issue and notice that management of the offending component will be notified.
3. After six hours onsite, Cooperative Systems Technical support will provide an update to CoopSys management. CoopSys Management will contact identified vendor management to coordinate technical assistance. Cooperative Systems management will update DORS with a status that includes vendor involvement, issues identified, actions taken, planned actions and expected up time.
4. After eight hours onsite. If not already done so, Cooperative Systems Technical Support will contact the vendor of the offending product or component either through CoopSys or DOSR partner channels. CoopSys technical support will insist upon level two, technical assistance. Cooperative Systems management will inform DOSR management of this status and that vendor support is involved.
5. After 12 hours onsite Cooperative Systems management will contact vendor management seeking higher level technical assistance from that vendor. Additional consideration will be made to seek third party technical assistance from Cooperative Systems partners with skill sets in the identified area of failure. Cooperative Systems will maintain ownership of the issue and report to DORS management that vendor involvement has occurred and report that plan of action to include anticipated up times.
6. After 16 hours Cooperative Systems management will contact vendor management and insist upon level three, technical assistance. Plans will be discussed to have technical assistance onsite by the vendor. Cooperative Systems management will inform DORS that level three technical support is involved to include a status update and plan of action to be taken.
7. After 24 hours, cooperative Systems management will contact third party technical assistance identified at the twelfth hour, or step five above. All drastic avenues for resolution will be considered including major component replacement, component rebuilds and so on. DOSR will be continually informed of the status.